

## RESERVATIONS MANAGER & HOSPITALITY COORDINATOR

### CONTRACT

15 March to 15 September 2020

Temporary paid working contract, 80%

### LOCATION

Caux Conference and Seminar Centre, CH-1824 Caux

### PURPOSE

Coordinating all reservation services at the Caux Conference and Seminar Centre, including processing of visa requests. Besides its main function in reservations, the role also covers extended support tasks in all other Hospitality departments of the Conference and Seminar Centre.

### REPORTS TO

Assistant Hospitality Manager

Established in 1946, Initiatives of Change Switzerland organizes and coordinates international and local conferences, seminars and training in Switzerland, primarily in its Conference and Seminar Centre, the Caux Palace, bringing together a true diversity of people. We provide a safe and privileged space to inspire, equip and connect individuals, groups and organizations from around the globe to engage effectively and innovatively in trust building, ethical leadership, sustainable living and human security.

### AREAS OF RESPONSIBILITY

---

**The Reservations Manager & Hospitality Coordinator will work closely with the Assistant Hospitality Manager. Once fully trained, he/she will take over more and more tasks and responsibilities handling the reservations independently as a target. Besides working on reservations, he/she will also be included in hosting guests of the Conference and Seminar Centre. These tasks may vary from supporting all reception related services, assist in the food & beverage services, welcome guests and give hands-on support where needed in a small team.**

#### **Coordinating and leading the reservation services from Mid-March to mid-August (time allocation 50%)**

- Coordinate all reservation services and ensure smooth day-to-day operations by liaising closely with the Assistant Hospitality Manager.
- Support the participants with their visa requests and liaise with the respective Embassies.
- Working closely with the organizing teams, external funding bodies and organisations to validate the sponsoring, support and financing of participants.
- Provide weekly updates about reservations to the Managing Directors and organizers of the events that are taking place during the summer season.

#### **Support Reception desk services during the summer season from mid-June to mid-August (time allocation 20%)**

- Give support to the Assistant Hospitality Manager in setting up and clearing up before and after the summer season.
- Give support to the Assistant Hospitality Manager to lead the Reception department (Front Desk, Reservations & Allocations, Cash Desk), deputy him during his days off.
- Participate actively in the weekly meetings and daily briefings.
- Update the existing reception front desk procedural manual.
- Produce a written report and recommendations after the summer season.

#### **Support to all Hospitality Departments outside the summer season (time allocation 10%)**

- Welcome guests and ensure that all team members maintain the desired level of service.
- Handle VIP guest requests personally.

## KEY SKILLS AND REQUIREMENTS

---

The ideal candidate will have outstanding leadership skills and extensive hands-on experience. He/she must be organized, systematic, patient, motivated and self-confident.

He/she must have the ability to appropriately assign or delegate work and be an empathic leader who inspires others to the accomplish goals. He/she should work well under pressure, even with minimal supervision. He/she must be available to work when needed, including weekends and evenings.

- Experience with Fidelio Suite 8 for both bed and room management compulsory
- Previous experience in the hospitality industry and especially at the front desk
- Experience in a team-leading position is essential: previous reception leadership or experience at Caux is a plus but not mandatory
- Experience in training largely inexperienced young people is an advantage
- Knowledge of international relations and diplomacy skills are a great advantage
- Demonstrate the lofC core values in all interactions, provision of services and teamwork
- English (fluent), French (good), German (basic) and other languages are a plus
- Solution-oriented and very good coordination, planning and communication skills
- Outgoing personality, ability to work with young people of different backgrounds and cultures
- Guest-focused thinking, helpful and friendly attitude
- Resilience, ability to work under stress, good self-management
- Well-presented, punctual and flexible during working hours

## HOW TO APPLY

---

Send a covering letter and attach a CV updated with any relevant training experience in the fields of hospitality by email to [rahel.isenschmied@caux.ch](mailto:rahel.isenschmied@caux.ch), by 31 January 2020.